

PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Out of School Hours Care (OSHC) provides quality education and care for primary school-age children outside school hours and during school holidays. Our OSHC Service supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting workforce participation of parents and carers. Our OSHC Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy
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PURPOSE

For parents to gain a clear understanding of the OSHC Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

Our OSHC Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our OSHC Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

The fee structure of the OSHC Service includes:

GENERAL FEES

- Fees are charged for each session for before and after school care and per day for vacation care programs
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).

- Families are required to make a co-contribution to their child care fees. This is the difference between the fee charged and the child care subsidy amount- the 'gap fee'
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT)
- A dated receipt will be provided for each payment via Xplor Statements
- Fees are to be paid weekly through a direct debit system, Debit Success. Direct debit accounts are to be set up at the time of enrolment and it is the parents responsibility to ensure that account details are kept up to date to avoid payments bouncing.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)
- Families are requested to mark absences in the Xplor app if their child is unable to attend a particular session
- Casual days can be requested through the Xplor app and will be accepted pending space and availability

CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Centrelink and provide documentation to support the CCS payment
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.
- Parents must:
 - care for their child at least 2 nights per fortnight or have 14% share of care
 - be liable for child care fees at an approved early childhood education care service
 - meet residency requirements
- The child must:
 - be 13 or under
 - not attending secondary school (unless an exemption applies)
 - meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - [family income estimate](#)
 - [activity level](#)
 - [Aboriginal and Torres Strait Islander children](#)
 - [number of children in care](#)
 - [type of early learning and childcare Service](#)

- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account
- Families must regularly check their details are correct and report a change in circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments
- Child care [discounts for early childhood workforce](#) will only be offered as outlined in the CCS Handbook.

PAYMENT OF FEES

- Fees are set up using the OSHC Service's direct debit system, Debit Success. The family is required to provide banking details to facilitate set up of the direct debit account
- Fees and charges associated with direct debit system are outlined upon enrolment. The family is required to input banking details to facilitate set up of the direct debit account. This must be done at time of enrolment.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds or in the event that account details become invalid.
- Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements
- The *Statement of Entitlement* will include details of the sessions of care provided and the resulting fee reduction amounts
- The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation
- If an account becomes overdue by \$300, we will be unable to provide care until the account is paid off and your child's enrolment will be temporarily suspended.

ABSENCES FROM THE OSHC SERVICE

- Families are requested to mark absences in the Xplor app as soon as is reasonably practicable if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is unable to attend if insufficient notice is given.
- Cancellations without charge – **Before School Care** To avoid charges, cancellation of Before School Care sessions must occur 2 working days prior to the commencement of the session e.g. to cancel

Before School Care for Monday the cancellation must have been provided to the service by the opening time of the service on the Thursday in the week prior to the required cancellation, to cancel Before School Care for Wednesday the cancellation must have been provided to the service by the opening time of the service on the Monday in the week of the required cancellation.

- Cancellations without charge – **After School Care** To avoid charges, cancellation of After School Care sessions must occur 2 working days prior to the commencement of the session e.g. to cancel After School Care for Monday the cancellation must have been provided to the service by the opening time of the service on the Thursday in the week prior to the required cancellation, to cancel After School Care for Wednesday the cancellation must have been provided to the service by the opening time of the service on the Monday in the week of the required cancellation.
- Cancellations without charge – **Vacation Care** To avoid charges, cancellation of Vacation Care sessions must occur 7 days prior to the commencement of the session e.g. to cancel vacation care for Monday the cancellation must have been provided to the service by the Monday in the week prior to the day of attendance.
- Cancellations – **Due to illness** Where you cancel a session of care for your child due to the illness of your child, yourself or another individual with whom the child lives and this illness is verified with a medical certificate the charge for that session will be removed.
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See Child Care Subsidy Handbook)
- Allowable absences can be taken for any reason. Families do not have to provide evidence.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the Service for each additional absence, where required
- Families can view their absence count through their Centrelink online account via [myGov](#).
- In a period of emergency (declared by the Australian Government), such as bushfire or flood, extra allowable absences for the duration of the emergency will be automatically applied in the CCS system

ADDITIONAL CHILD CARE SUBSIDY

- Additional Child Care Subsidy (ACCS) provides extra help with the cost of early education and care
- There are four different payments under Additional Child Care Subsidy:
 - [Child wellbeing](#) to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm

- [Grandparents](#)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
- [Temporary financial hardship](#)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
- [Transition to work](#)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after **one week** and then again after **two weeks** if the fees are still outstanding
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to
- A child's position will be terminated if payment has not been made after **three weeks**, for which the family will receive a final letter terminating the child's position. At this time the OSHC Service will initiate its debt collection process, following privacy and conditional requirements.

LATE FEES

- It is unacceptable to pick children up late from the OSHC Service. A late fee will apply where children are not picked up prior to closing time
- Currently, a fee of \$15.00 per 15 minutes block or part thereof will be incurred by the family
- A review of the child's enrolment will occur where families are consistently late with fee payment.

CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families (Regulation 172 requires a minimum of 14 days' notice)
- CCS hourly rate caps may be increased by the CPI at the commencement of each financial year
- Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

TERMINATION OF ENROLMENT

- Parents/guardians are to provide **two weeks** written notice of their intention to withdraw a child from the OSHC Service
- If termination from the OSHC Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged
- In some circumstances CCS may not be paid for sessions if the child has not physically started care
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law

RESPONSIBILITY OF MANAGEMENT

The approved provider and nominated supervisor are responsible for:

- ensuring that obligations under the *Education and Care Services National Regulations* are met
- ensuring the service and all persons with management and control (PMC) comply with the rules under Family Assistance Law (FAL)
- ensuring persons with management and control (PMC) are consider 'fit and proper' persons
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Payment of Fees Policy* and procedure
- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected

RESPONSIBILITY OF FAMILIES

- Provide the OSHC Service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Centrelink Reference Numbers for child and CCS claimant
 - Date of Birth for child and CCS claimant
- Ensure payment of fees as per policy
- Notify Centrelink of any changes that may affect their CCS entitlement
- Confirm their child's enrolment through the parents myGov account.

THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for childcare fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of childcare fees for families. Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied.

Our Service will record all documentation regarding any third-party payments.

STAFF DISCOUNTS

Our OSHC Service offers educators and cooks a staff discount for children that attend our service, after CCS has been applied. The staff discount applies to employees who are employed, contracted or engaged to work with our services as an educator or cook.

OSHC coordinators are eligible to receive the staff discount if they hold an early childhood education and care qualification and are working at a service. The staff discount is calculated at 50% of full-service fees after CCS has been applied and does not affect CCS eligibility. (Department of Education – [Childcare discount for early childhood workforce](#)). *(Staff must continue to pay at least 5% of the gap fee).*

COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Nominated Supervisor in the first instance. The Nominated Supervisor will follow the steps as outlined in this policy, including advising the Approved Provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@education.gov.au

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Fee Increase Letter – General Overdue Fee Payment Letter	Overdue Fee Payment Procedure Payment Plan Template Staff Discount Application
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SOURCES

Australian Children’s Education & Care Quality Authority. (2014).

Australian Children’s Education & Care Quality Authority. (2023). [Guide to the National Quality Framework.](#)

Australian Children’s Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service.](#)

Australian Government Department of Education [Child care discount for early childhood workforce](#)

Australian Government Department of Education. Child Care Provider Handbook

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education *Early Childhood and Care* <https://www.education.gov.au/early-childhood>

Australian Government Department of Education (2024). [Help in an emergency](#)

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations.](#) (Amended 2023).

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Ashleigh Gordon	Childcare Supervisor	21/11/24
POLICY REVIEWED	MAY 2024	NEXT REVIEW DATE	MAY 2025
VERSION NUMBER	V15.05.24		
MODIFICATIONS	<ul style="list-style-type: none"> annual policy maintenance updated CCS eligibility (effective July 2023) added content to responsibility of approved provider/management sources checked for currency and hyperlinks updated 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MAY 2023	<ul style="list-style-type: none"> policy maintenance minor formatting edits within text Change in payment of Gap Fees by EFT (effective 1 July 2023) 	MAY 2024	

	<ul style="list-style-type: none"> information added regarding staff discounts continuous improvement/reflection section added Childcare Centre Desktop Related resources section added 	
SEPTEMBER 2022	<ul style="list-style-type: none"> Update of Department name from Department of Education, Skills, and Employment to Department of Education policy maintenance minor formatting edits within text hyperlinks checked and repaired as required link to Western Australian Education and Care Services National Regulations added in 'Sources' 	MAY 2023
MAY 2022	<ul style="list-style-type: none"> policy maintenance – name change of related policy Arrival and Departure Policy no major changes to policy minor formatting edits within text hyperlinks checked and repaired as required 	MAY 2023
AUGUST 2021	<ul style="list-style-type: none"> Update of Related Legislation Policy revised to align with recommendations with ACECQA's policy guide (August 2021) Updated Related Policies Check of links used within policy 	MAY 2022
MAY 2021	<ul style="list-style-type: none"> Policy reviewed following updates in October 2020 as part of yearly review cycle Policy content and sources current Resource-<i>Overdue Fees Procedure</i> information added 	MAY 2022
OCTOBER 2020	<ul style="list-style-type: none"> Minor adjustments recorded Additional information added- ACCS, absences, responsibility of families, CCS tip-off line and complaints 	MAY 2021
MARCH 2020	<p>Policy statement added Implementation information added CCS section included Absences section added Responsibility for Management expanded Resources and information section added</p>	MAY 2021
MAY 2019	<p>Sources checked for currency. URLs added. Sources/references alphabetised. Minor formatting for consistency throughout policy. 'Related policies' alphabetised.</p>	MAY 2020

MAY 2018	New policy created to comply with changes to the Child Care Subsidy	MAY 2019
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